



A component of Home and Community Based Services (HCBS) case record compliance, when closing a case, is to ensure that documentation accurately reflects actions taken when notifying HCBS providers of case closures.

Reasons for closure includes:

- Participant is deceased (include date);
- Participant does not meet Nursing Facility Level of Care;
- Participant does not meet program eligibility criteria;
- Falsified records (CDS);
- Participant is ineligible for MO HealthNet Benefits;
- Participant has entered a Long Term Care Facility (include date);
- Participant has moved out of the State of Missouri;
- No documented need for services;
- Non-compliance with Person Centered Care Plan (PCCP)
- Unable to locate the participant
- Participant is not receiving services or is refusing services
- Participant's spenddown has not been met
- Participant voluntarily withdraws

When it is necessary to close a participant's HCBS authorization, the Division of Senior and Disability Services (DSDS) shall notify the participant's HCBS providers that the participant's case is closed and the effective date services will no longer be reimbursed. Providers to be notified could include:

- Agency model and Consumer Directed Services (CDS) providers;
- Area Agency on Aging for participants receiving Home-Delivered Meals; and
- Adult Day Care facilities providing authorized services.

All contacts regarding case closure shall be documented in the electronic case record and shall include the HCBS provider name and the name and telephone number of the person contacted.

When case closure is due to an Adverse Action, DSDS shall follow the procedures outlined in the [Adverse Action Policy](#).